



State of Delaware  
Department of Human Resources  
Statewide Benefits Office

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## STATE EMPLOYEE BENEFITS COMMITTEE

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### **Request for Information for Family Support Programs for Children with Developmental Delays**

**Request No. DHR21005-IDDSupport**

**Release Date – January 12, 2021**

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| <p><b><i>- Deadline to Respond -<br/>Wednesday, January 27, 2021<br/>1:00 PM EST (Local Time)</i></b></p> |
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## TABLE OF CONTENTS

|   |          |
|---|----------|
| <b>I. Summary .....</b>   | <b>3</b> |
| <b>II. Purpose and Scope of Work.....</b>                       | <b>3</b> |
| <b>III. General Information Regarding RFIs .....</b>            | <b>4</b> |
| <b>IV. Instructions for Submissions (Electronic Only) .....</b> | <b>6</b> |

## I. SUMMARY

This Request for Information (RFI) will **not** result in award of a competitively bid contract.

The State of Delaware, State Employee Benefits Committee (SEBC), is seeking market information on support services for families with children with special needs; specifically, developmental disabilities or delays. The SEBC is seeking information about these specific services, not broad offerings of employee assistance program work/life balance services.

The information gathered may or may not lead to the issuance of a Request for Proposal (RFP).

Respondents have the opportunity to deem information in their response as confidential and proprietary by following the directions in the Confidentiality of Documents section. Please review and follow the information and instructions contained in this RFI.

**Responses are due by Wednesday, January 27, 2021 at 1:00 PM (Local Time).**

## II. PURPOSE AND SCOPE OF WORK

The SEBC is interested in offering innovative ways to support employees and their families in the Group Health Insurance Program<sup>1</sup> (GHIP) with work/life responsibilities. Diagnosed or undiagnosed intellectual and developmental disabilities (IDD), including autism, ADHD, intellectual and learning disabilities, down syndrome and others have been on the rise in the past several decades. The stress on the parent/caregiver can impact their mental health, well-being and work place productivity. The SEBC recognizes that there are limited resources and availability of Board Certified Behavior Analysts to provide assistance for families with children diagnosed with IDD. In Delaware the ratio of these providers to children that need the services is 1:407.

Parents/caregivers need training by behavior experts to learn how to work with their child effectively in areas such as daily routines, behavior, academics, language, and motor skills. The SEBC envisions that an applied behavior analysis treatment program with, for example, telephonic, virtual and computer-based resources, would be a supplement to the services and resources provided by the EAP program and the employee's health insurance. Consequently, the SEBC is seeking market information about programs that offer resources specific to the trials faced by parents/caregivers to children with IDD challenges.

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<sup>1</sup> For complete information about the State of Delaware's benefit programs, please go to <https://de.gov/statewidebenefits>.

### **III. GENERAL INFORMATION REGARDING RFIs**

#### **A. RFI DESIGNATED CONTACT**

All requests, questions, or other communications about this RFI shall be submitted via email by the RFI Designated Contact, Ms. Laurene Eheman, at [laurene.eheman@delaware.gov](mailto:laurene.eheman@delaware.gov). Respondents should rely only on written statements issued by the RFI Designated Contact or her designee.

#### **B. CONTACT WITH STATE EMPLOYEES**

Direct contact with State of Delaware employees other than the State of Delaware's Designated Contact or her designee regarding this RFI is expressly prohibited without prior consent. Respondents should only rely on written statements issued via the Designated Contact. Exceptions exist only for organizations currently doing business in the State who require contact in the normal course of doing that business.

#### **C. GENERAL MODIFICATIONS TO RFI**

The SEBC reserves the right to issue amendments or change the timelines to this RFI. Where applicable, all firms who made inquiries or responded to the RFI will be notified via email of any modifications.

#### **D. RFI OBLIGATION**

The RFI is a request for information only. There will be no contract awarded as a result of this RFI. Nothing in the materials respondents provide as a response to this RFI, nor the State's remarks or responses to the RIP's of any individual respondent, will be considered binding for a future contract.

#### **E. RFI QUESTION AND ANSWER PROCESS**

The SEBC anticipates this will be an interactive process and will make every reasonable effort to provide sufficient information for responses. Respondents are invited to ask questions during the response period and to seek additional information, if needed. However, do not contact any member of the SEBC or Statewide Benefits Office (SBO) about this RFI except for the Designated Contact as stated above.

Please be advised that, following the deadline for RFI responses and due to the open-endedness of the RFI questions, you may be contacted for follow-up questions about your response.

#### **F. CONFIDENTIALITY OF DOCUMENTS**

The State of Delaware and its constituent agencies are required to comply with the State of Delaware Freedom of Information Act, [29 Del. C. § 10001, et seq. \("FOIA"\)](#). FOIA requires that the State of Delaware's records are public records (unless otherwise declared by FOIA or other

law to be exempt from disclosure) and are subject to inspection and copying by any person upon a written request. The content of all responses is subject to FOIA's public disclosure obligations.

The State of Delaware wishes to create a business-friendly environment and process for organizations responding to this request for information. As such, the State respects responding organizations' desire to protect intellectual property, trade secrets, and confidential business information (collectively referred to herein as "confidential business information"). Responses must contain sufficient information to be evaluated. If a respondent feels that they cannot submit their response without including confidential business information, the respondent must adhere to the following procedure or the State of Delaware may not be able to properly evaluate the response and any applicable protection for the respondent's confidential business information may be lost.

In order to allow the State to assess a respondent's confidential business information, respondents will be permitted to designate appropriate portions of their response as confidential business information. If your response contains the phrase "confidential and proprietary" or simply the word "confidential" on each page, such status will not automatically be granted.

If you are providing any information you declare to be confidential or proprietary for the purpose of exclusion from the public record under 29 Del. C. ch. 100, Delaware Freedom of Information Act, you must follow the directions for submission outlined below and within Section III.C., Submission of Response.

The confidential business information must be submitted as one electronic pdf copy as follows:

- 1) A letter from the respondent's legal counsel describing the information in the attached document(s) and representing in good faith that the information in each document is not "public record" as defined by 29 Del. C. § 10002. The letter must briefly state the reason(s) that the information meets the said definitions. (See Section III.C., Submission of Response, for detailed instructions).
- 2) Copies of the non-redacted pages with that information must be in the same pdf behind the letter.

A respondent's determination as to its confidential business information shall not be binding on the State. The State shall independently determine the validity of any respondent designation as set forth in this section. Any respondent submitting a response or using the procedures discussed herein expressly accepts the State's absolute right and duty to independently assess the legal and factual validity of any information designated as confidential business information. Accordingly, respondent(s) assume the risk that confidential business information included within a response may enter the public domain.

The State is not responsible for incorrect redactions or reviewing your submission to determine whether or not any information asserted as confidential and proprietary is redacted. Mistakes in redactions are the sole responsibility of the respondent.

## IV. INSTRUCTIONS FOR SUBMISSIONS (ELECTRONIC ONLY)<sup>2</sup>

### A. COVER LETTER

Please provide a cover letter that briefly summarizes the respondent's ability to provide the services specified in the RFI. The cover letter should also identify a primary and secondary contact person which includes a phone number and email address.

### B. DESCRIPTION OF SERVICES AND QUALIFICATIONS

Please provide a detailed description of how your organization could provide the specific services outlined in this RFI. This part of the response may also include descriptions of any enhancements to the specific services described that are not mentioned in this RFI. *However, they should **not** be for family support programs that do not match the specialized services requested.*

### C. SUBMISSION OF RESPONSE

#### 1. General Directions for an Electronic Copy –

Email a non-redacted copy in a PDF format to the RFP and Contract Manager, Ms. Laurene Eheman at [laurene.eheman@delaware.gov](mailto:laurene.eheman@delaware.gov). Please note that the maximum allowed zip folder size is 25MB. If your file is larger, please email multiple folders. If there are more than three folders, please contact Ms. Eheman for alternative methods of submission.

#### 2. Confidential Information, Generally –

During the review process, all responses are considered confidential. After the review process, including time needed for any follow-ups, any information not deemed confidential and proprietary information is considered public information.

#### 3. Directions for Confidential and Proprietary Submission, if any –

In order to preserve the confidential and proprietary status of the appropriately designated portion of your response, your response must be submitted as follows: Submit one (1) electronic pdf copy that contains a letter from your legal counsel describing the information in the attached documents (pages from the response) and representing in good faith that the information in each document is not “public record” as defined by 29 Del. C. § 10002. The letter must briefly state the reason(s) that the information meets the said definitions. The single pdf would have the signed letter and each page of the response with that information behind it in the order stated in the letter so that the State can identify the information without having to look through the entire response.

#### 4. Directions for the Redacted Electronic Copy, if applicable –

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<sup>2</sup> Ms. Laurene Eheman welcomes questions about the correct format of responses and can be reached at 302-760-7060 from 8:00 a.m. to 4:00 p.m. EST.

- a. PDF Copy - A complete electronic copy is needed with the redacted materials in a PDF format. In other words, it is the entire response with redactions. All the information that isn't deemed confidential and proprietary would be readable.
- b. Redactions - Any information you deem confidential and proprietary as identified in the attorney's letter must be redacted. The State is not responsible for incorrect redactions or reviewing your submission to determine whether or not the information asserted as confidential and proprietary is redacted. Mistakes in redactions are the sole responsibility of the respondent.
- c. Redaction Method - You must use a software program that has a redaction feature, such as Adobe. If you manually mark out the text with a black marker then scan, the text could still be readable.

## **5. Follow-Up Responses –**

The same format requirements apply to follow-up responses that may be requested. If information in a follow-up(s) matches the type that was requested for a confidential and proprietary determination, you must provide a redacted electronic version of the document(s).